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Welcome to the Family Care Safety Registry (FCSR) Background Screening and Employment Eligibility System (BSEES)

Instructions for Online Users

**Revised
November 2022**



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Family Care Safety Registry Background Screening and Employment Eligibility System

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Introduction

Missouri's Family Care Safety Registry (FCSR) was established by law to promote family and community safety. The registry helps to protect children, seniors, and the disabled by providing background information. Families and eligible employers can contact the registry to request background information on registered child care, elder care and personal care workers or to request licensure status information on licensed child care and elder care providers. This service is intended to provide information to help families and employers make informed decisions when hiring employees to work with children, the elderly, and the disabled.

The FCSR automates this service through an Internet-based application called the Background Screening and Employee Eligibility System (BSEES). Applicants and employees will use BSEES to register for the FCSR without worrying about logging in. Staff employed by eligible organizations can request individual access to log into BSEES to access additional features. With a BSEES log-in you can check to see if individuals are already registered, request background screenings, manage notifications made electronically through the new print queue feature, and ensure your information on file with the FCSR is up to date.

These instructions will demonstrate:

- The main page and its active parts and how to log in
- How to check if an applicant or employee has already registered with the FCSR
- How to check if a registrant has been approved for a Good Cause Waiver
- How to request a background screening and the possible responses the system will generate
- How to manage the Print Queue of electronically delivered notifications
- How to check the information about your organization on file with the FCSR

Instructions for how an individual can use BSEES to register with the FCSR are not included.

This document will describe how an individual approved to use the FCSR online system will navigate in FCSR-BSEES. Approved users will use the ID and password already provided for the FCSR online system. If you do not have a personal user ID and password but would like to request one, find out how by visiting our website at <https://health.mo.gov/safety/fcsr/forms.php> or calling toll-free (866) 422-6872.

Main Page and Log In

The web address for FCSR-BSEES is: <https://healthapps.dhss.mo.gov/bsees/main.aspx>.

Page Features

When you go to that web address, you will see the main page.

DHSS Home | State Home | Forms

Log In

State of Missouri Department of Health and Senior Services
Family Care Safety Registry

November 03, 2022 FCSR-BSEES Home Registration Good Cause Waiver

APPLICATION MAIN

For Your Information

To register online or check if a person is already registered, click Registration on the navigation bar above and select Register Online from the submenu.

Questions? Call the FCSR toll-free at (866) 422-6872.

FCSR - BSEES Announcements

10/24/2022: A weekly update on frequently requested processing times will be posted on the Family Care Safety Registry webpage at <https://health.mo.gov/safety/fcsr/index.php>.

10/23/2022: Please be patient with possible delays in communication with the Family Care Safety Registry (FCSR). The FCSR has been affected by a drastic increase in the number of providers using our screening service. As a reminder, the FCSR conducts screenings for the purpose of employing caregivers in child care,

Welcome to the Family Care Safety Registry Background Screening and Employment Eligibility System.

Individuals may use this system to register with the Family Care Safety Registry, or to check whether or not a person is registered. Eligible employers may use this system via secure user accounts to request background screenings on current or potential employees.

You are about to gain access to a Missouri Department of Health and Senior Services application. By proceeding, you are agreeing to keep confidential all information made available to you through this application. Any unauthorized access, use and/or disclosure of information may result in loss of access privileges, an action for civil damages, and/or an action for criminal charges.

v3.0.9.0.222840804 Site Information | FAQs | Related Links

Like many web pages, there are links at the top and bottom of the page that will direct you to other sources of information.

DHSS Home | State Home | Forms

November 03, 2022

For Your Information

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Family Care Safety Registry

Site Information | FAQs | Related Links

The date and a For Your Information section will be on the left side of every page. At times the For Your Information section may contain special instructions or explanations.

Family Care Safety Registry Background Screening and Employment Eligibility System

A row of navigation buttons can be found near the top of the page.



Before you log in, please read the information in the body of the page.


APPLICATION MAIN

Welcome to the Family Care Safety Registry Background Screening and Employment Eligibility System.

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Logging In

Click the link in the upper right corner to log in. 

A dialog box will appear noting log in functionality is for authorized users. If you have a personal user ID and password for the FCSR web-based system, click the Yes button.

Log In

Log In functionality is intended for internal staff only. Only authorized Users will be granted Log In capabilities.

Do you wish to continue with the Log In process?

Enter your personal FCSR user ID and password in the following screen.

Missouri Department of Health & Senior Services

- Read the disclaimer
- Check Change Password to change passwords
- Enter the login information
- Click Login to proceed.

Login Information
Username:
Password:
☐ Change Password

Disclaimer
Notice: You are about to gain access to a Missouri Department of Health and Senior Services application. By proceeding, you are agreeing to keep confidential all information made available to you through this application. Any unauthorized access, use and/or disclosure of information may result in a loss of access privileges, an action for civil damages, an action for criminal charges, and/or disciplinary action including but not limited to suspension or dismissal.

About DHSS

- Office of the Director
- Boards and Commissions
- DHSS Organization
- Employment Opportunities
- Applications and Forms
- HRSA
- Recent News and Public Notices
- Contact Information

Useful links

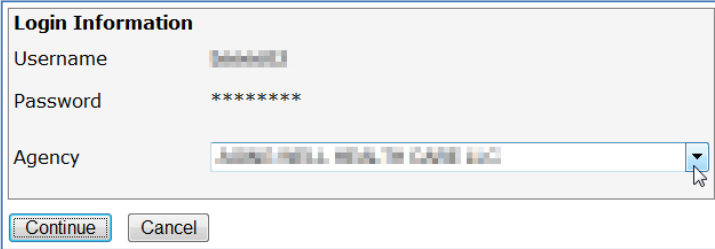
- Site A to Z
- State Public Health Laboratory
- Local Public Health Agencies
- Birth and Death Records
- Child Care Information
- Family Care Safety Registry

Stay connected

- Programs & Services
- Narcotics & Dangerous Drugs
- WIC Clinics
- Food & Drug Recalls
- Email the Department

Family Care Safety Registry Background Screening and Employment Eligibility System

If you have approval to access FCSR-BSEES for more than one business or site, choose the appropriate Agency from the drop-down list before clicking the Continue button on the next screen.

A login form titled "Login Information". It contains three fields: "Username" with a masked input, "Password" with a masked input showing seven asterisks, and "Agency" with a dropdown menu. Below the fields are two buttons: "Continue" and "Cancel".

Login Information	
Username	<input type="text"/>
Password	<input type="password"/>
Agency	<input type="text"/>
<input type="button" value="Continue"/> <input type="button" value="Cancel"/>	

Click the Continue button to proceed.

After logging in, you'll notice:

- The Log In link has now become a Log Out link.
- Your identifying information can be viewed below the Log Out link.
- There is a new button on the top row navigation for Background Screening.
- The body of the page has changed. In addition to informative text there are tabs to access functions for requesting background screenings, accessing your print queue of electronic notifications, and updating your information as a provider organization.

A screenshot of the Family Care Safety Registry dashboard. The header includes "DHSS Home | State Home | Forms" and a "Log Out" link. The main banner features the "State of Missouri Department of Health and Senior Services" logo and the title "Family Care Safety Registry". Below the banner is a navigation bar with tabs: "November 03, 2022", "FCSR-BSEES Home", "Registration", "Good Cause Waiver", "Background Screening", and "MOHSAIC". The "Background Screening" tab is selected. The main content area has a sub-navigation bar with tabs: "APPLICATION MAIN", "Background Screening", "Background Screening History", "Background Screening Worklist", and "Good Cause Waiver". The "APPLICATION MAIN" tab is selected. The main content area displays "FCSR - BSEES Announcements" with two news items dated 10/24/2022 and 10/23/2022. Below the announcements is a "Welcome to the Family Care Safety Registry Background Screening and Employment Eligibility System." message. The footer includes "v3.0.9.0.222840804" and "Site Information | FAQs | Related Links".

DHSS Home | State Home | Forms Log Out

State of Missouri Department of Health and Senior Services

Family Care Safety Registry

Username: Agency: Database: PROD

November 03, 2022 FCSR-BSEES Home Registration Good Cause Waiver Background Screening MOHSAIC

APPLICATION MAIN

Background Screening Background Screening History Background Screening Worklist Good Cause Waiver

Application Main Notes Print Queue Provider Registrant Registration Worklist

FCSR - BSEES Announcements

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v3.0.9.0.222840804 Site Information | FAQs | Related Links

The body of the page will be the dynamic working section, and will change based on the top row navigation button or tab selected. Let's look at what you can do using the Top Row Navigation.



[Click here for frequently asked questions on the main page and logging in.](#)

Top Row Navigation

The top row buttons will be stable ways to move through BSEES and will always be shown, no matter where you have navigated. Once you have logged in, the choices for top row navigation are FCSR-BSEES Home, Registration, Good Cause Waiver, and Background Screening.

FCSR-BSEES Home

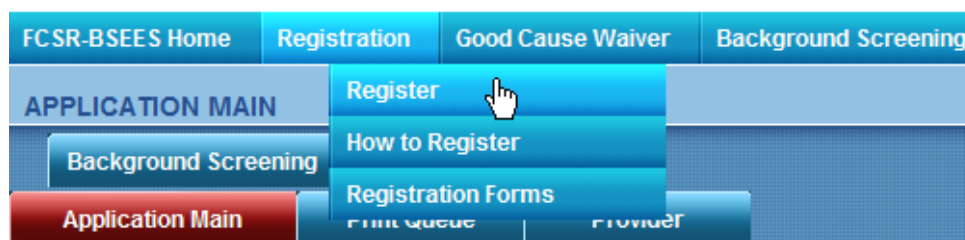
FCSR-BSEES Home will take you to the main page. If you are not sure where you are at, or want to clear partially entered information, “go home.”

FCSR-BSEES Home

Registration

While you are logged in with your user ID, the only registration function available is **Is A Person Registered** to check an individual’s registration status.

When you hover over the Registration button, a submenu will appear. The choices on the submenu are:



- Register
- How to Register
- Registration Forms

The last two choices – How to Register and Registration Forms – will take you to other web pages for more information on the particular topic. Click Register from the submenu to access the **Is A Person Registered** function.

A Note about Registration:
Online registration is designed to be used by individuals without a user ID and password.

Is A Person Registered?

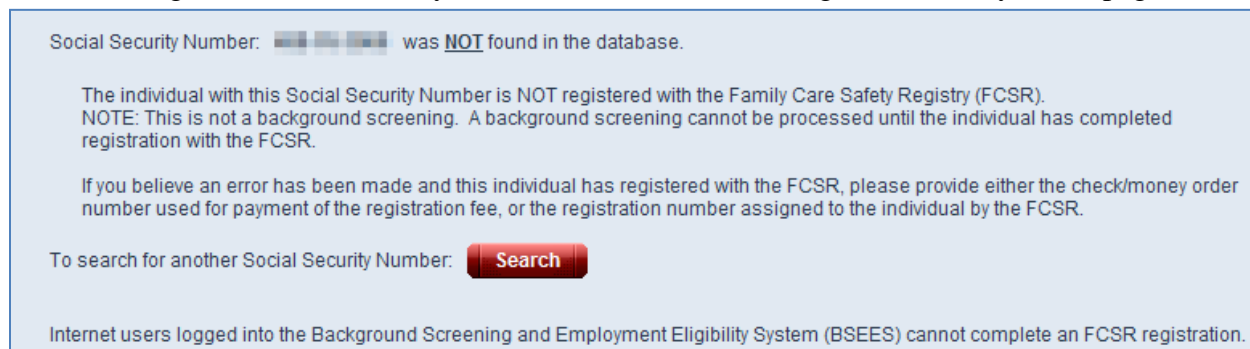
After clicking Registration-Register from the Top Row Navigation, you will be directed to a Welcome screen. Click the tab to the right for **Is A Person Registered** to check if an individual’s Social Security Number is on file with the FCSR. An individual must be registered before you can request a background screening.

Family Care Safety Registry Background Screening and Employment Eligibility System

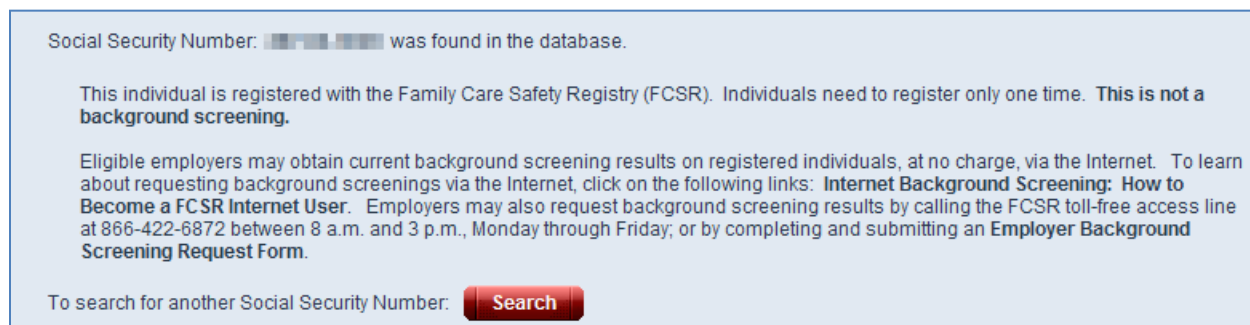
Enter the Social Security Number (SSN) twice and click the Search button to confirm FCSR registration.



After clicking the Search button, you will see one of two messages in the body of the page.



or



To leave this page, “go home.”

[FCSR-BSEES Home](#)

Good Cause Waiver

As with the Registration button in top row navigation, when you hover over the Good Cause Waiver button, a submenu will appear. The choices on the submenu are:

- Waiver Status
- How to Apply
- Waiver Process
- Waiver Forms



The last three submenu items – How to Apply, Waiver Process, and Waiver Forms – will take you to other web pages for more information on each topic. Clicking **Waiver Status** from the submenu will begin the process to check whether a Good Cause Waiver has been submitted for a registrant.

A Note about Good Cause Waiver:

An approved Good Cause Waiver lifts the hiring restriction for an individual working in long term care. Learn more at www.health.mo.gov/safety/goodcausewaiver.

When you click Waiver Status you will notice the light blue bar at the top of the screen reads Waiver Status. Enter the SSN of the registrant (twice) and click the Search button.

After clicking the Search button, you will see one of two results messages in the body of the page.

or . . .

Family Care Safety Registry Background Screening and Employment Eligibility System

WAIVER STATUS RESULTS

Social Security Number [REDACTED] submitted an application for Good Cause Waiver.

This DOES NOT mean that a Good Cause Waiver has been approved.

To request an update on the status of this individual's Good Cause Waiver application, click here for [More Info](#)

To access Information on the Good Cause Waiver Process: [Waiver Process](#)

To search for another Social Security Number: [Search](#)

Clicking the Waiver Process button will navigate you to a web page that will describe the process.

Clicking the Search button will allow you to conduct a new search to check if a Good Cause Waiver has been submitted for someone else.

Click the **More Info** button to access an online form to inquire whether a Good Cause Waiver application has been approved.

WAIVER INFORMATION REQUEST

Employer Information

*Employer Name:

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip Code:

*Contact Person:

*Telephone:

Fax:

Email:

Applicant / Employee Information

*Applicant / Employee Name Inquiring Upon:

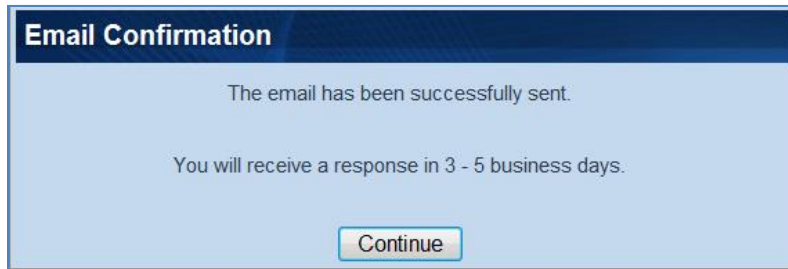
*What Information are you requesting (Confirmation of Good Cause Waiver, Status of Pending Application, etc.):?

[Submit](#)

[Back to Top](#)

Complete all required fields. Required fields are noted with an asterisk (*) and click the Submit button.

After submitting the online form, you should receive the following confirmation.

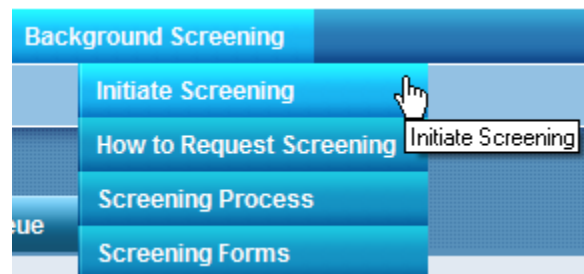


The Good Cause Waiver functions are available regardless of your log-in status. However, when logged out, you will be presented with CAPTCHA code boxes.

Background Screening

As with the Registration and Good Cause Waiver buttons in top row navigation, when you hover over the Background Screening button, a submenu will appear. The choices on the submenu are:

- Initiate Screening
- How to Request Screening
- Screening Process
- Screening Forms



The last three submenu items – How to Request Screening, Screening Process, and Screening

Forms – will take you to other web pages for more information on each topic. Clicking Initiate Screening from the submenu will begin the process to request a background screening for an applicant or employee. This process is identical to the process for Background Screening through Tab Navigation. For more information, see [Tab Navigation - Background Screening](#).

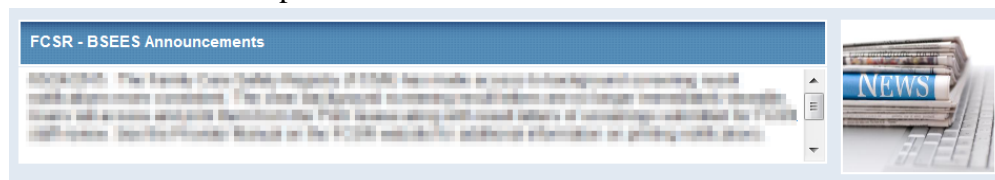
Tab Navigation

Tabs open different pages for different tasks in BSEES. As an FCSR Internet user, you have access through tab navigation activities related to Application Main, Background Screening, Print Queue, and Provider.

Application Main

Application Main is your BSEES home page. You can “go home,” by clicking either the Application Main tab or by clicking the FCSR-BSEES Home button on the top row navigation. Navigating home will clear out partially entered information on another page.

Occasionally the FCSR will post an announcement to the Application Main page. The announcement box will only appear if there is a current announcement. A scrollbar will appear if multiple announcements are posted.



Background Screening

Click on the tab for Background Screening, and you'll notice:

- The light blue bar shows the page name is Background Screening.
- The tab has turned red to indicate it is the active tab.
- There's a section at the bottom of the page for **Messages**. Messages are a new feature you'll see on other pages.

A Note about Messages:

Informational messages are in **black** font. Error messages are in **red** font.

The screenshot shows a web interface for 'BACKGROUND SCREENING'. At the top, there's a light blue header bar with the text 'BACKGROUND SCREENING'. Below this is a navigation bar with three tabs: 'Background Screening' (highlighted in red), 'Application Main', 'Print Queue', and 'Provider'. The main content area is titled 'Responsibility Statement' and contains a paragraph of text stating that the user certifies their request for background information is for employment purposes only. Below the text are two red buttons: 'Agree' and 'Exit'. At the bottom of the page, there's a section labeled 'Messages' in red text, preceded by a red asterisk indicating a required field.

The first page you'll see is the Responsibility Statement. Click the Agree button after reading the statement certifying your screening request will be made for the purposes of employing a caregiver.

Family Care Safety Registry Background Screening and Employment Eligibility System

After you agree to the responsibility statement, you'll notice the page now has:

- A link to access Is A Person Registered [please click here.](#)
- A Social Security Number entry field (required)
- A Date of Birth entry field
- A Last Name field (required)
- A First Name field (required)

The screenshot shows a web interface for 'BACKGROUND SCREENING'. At the top, there's a blue header with the title. Below it, a red button labeled 'Background Screening' is visible. Underneath, there are three tabs: 'Application Main' (selected), 'Print Queue', and 'Provider'. A note states: 'NOTE: If you want to check to see if an employee is already registered before requesting a background screening, please click [here](#). To request a background screening, complete all fields below. All information must be provided. Partial information will not be processed.' The form fields include: '*Social Security Number' (three separate boxes), 'Date of Birth' (Month, Day, Year boxes), '*Last Name', and '*First Name'. At the bottom of the form are two red buttons: 'Run Inquiry' and 'Reset Inquiry'. A red asterisk indicates required fields. Below the form is a section labeled 'Messages'.

Enter at a minimum the SSN, Last Name, and First Name of the individual to be screened in the respective fields. Click the Run Inquiry button to request the screening.

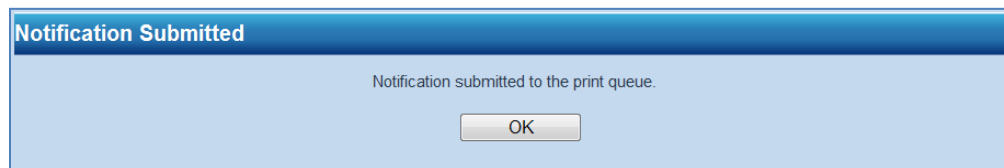
Screening Responses

After entering the applicant/employee information on the Background Screening page and clicking the Run Inquiry button, you can expect one of three responses:

- A dialog box noting a notification was submitted to your Print Queue.
- A dialog box stating your request was submitted to FCSR for review because information needs to be examined further.
- A dialog box stating your organization has already submitted a screening request on the same individual within a designated time period, and the duplicate entry was not submitted to FCSR for review.
- A dialog box stating FCSR is unable to process the screening because the information as entered was not found.

Notification Submitted

If it can be immediately determined that this individual is registered and has no matching findings with any of the data sources checked by the FCSR, you will receive a notification submitted dialog box.



After clicking the OK button in the Notification Submitted dialog box, you will be navigated back to the Responsibility Statement of the Background Screening page.

Submitted for FCSR Review

If the individual's registration information was found in our database but it cannot be immediately determined if there is a finding in his or her background screening, you may receive a message that FCSR staff will examine information from the request.

Your Request Was Submitted for FCSR Review

FCSR must review the background screening for:

Registrant Number	Name	Date of Screening
123456789	JOHN A. SMITH	11/15/2022

This is not an error message. Please do not re-enter this background screening request.

The FCSR received your request for a background screening on the above-referenced individual. FCSR staff need to examine the information further to determine if there is a match or not. You will be notified of the screening results after a determination has been made. **Normally the screening results are delivered to your print queue after FCSR review; however, in some instances result letters may be emailed or mailed.** You do not need to call the FCSR about this request unless you have additional questions.

This message should not be interpreted in any way to mean that there is or is not matching information on file in any of the databases searched by FCSR. The need for examination often occurs when the individual has a common name or when there is a large amount of data that cannot be effectively processed using the Internet search. If you have questions, call the FCSR toll-free at (866) 422-6872 and mention you received an "FCSR Review" message.

New Search

Click the New Search button to return to the Responsibility Statement to start a new online background screening request.

Notifications that can be submitted to your Print Queue will be submitted to your Print Queue electronically, after FCSR staff complete their review of the screening information.

Already Requested

If anyone from your organization has previously entered an online background screening request on the same individual within the last 21 days and that screening was submitted for FCSR review, you will receive a notification that the duplicate request was not submitted to the FCSR.

Family Care Safety Registry Background Screening and Employment Eligibility System

This message will only appear after receipt of the “Submitted for FCSR Review” message on an earlier background screening request for the same individual.

Already Requested

Your organization has submitted a background screening request on this registrant to the Family Care Safety Registry within the last 21 days. This duplicate request has **not** been submitted for review. FCSR staff will process your original request in the order received, and the results will be delivered to your print queue or in some instances by mail.

OK

Click the OK button to return to the Responsibility Statement to start a new online background screening request.

Unable to Process (Information Not Found)

If the individual is not registered with the FCSR, recently submitted a registration that has not been reviewed and completed, or if the information entered for SSN, Date of Birth, Last Name, or First Name does not match our records, you may receive the Unable to Process (Information Not Found) dialog box. To confirm an individual has submitted a registration, click the [here](#) link to navigate to Is A Person Registered. If you are sure the individual has a completed registration, click the Return button to check for data entry errors. Contact the FCSR if you have any questions.

Unable to Process (Information Not Found)

FCSR was unable to process your background screening for:

Social Security Number	Date of Birth	Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Common reasons that information is not found include:

- * All or part of the registrant name entered does not match the primary name on file with the FCSR. The registrant must contact the FCSR to update their information.
- * The individual is not registered with the FCSR. The quickest way to register is through our website at www.health.mo.gov/safety/fcsr.

To confirm that an individual is registered with the FCSR, [click here](#). If you feel that there is an error or if you have any questions, call the FCSR toll-free at (866) 422-6872.

After the individual's registration is completed or updated, you must resubmit your request for a background screening.



[Click here for frequently asked questions on background screenings.](#)

Print Queue

The Print Queue contains your organization's electronically delivered notifications of background screening results. You can expect to receive the following notifications electronically:

- Notifications of no findings in an individual's screening
- Notifications of findings in an individual's screening without specific information after FCSR staff have reviewed the screening information
- Notifications of findings in an individual's screening with specific information after FCSR staff have reviewed the screening information for the following sources only:
 - Criminal History
 - Sex Offender
 - Child Abuse and Neglect
- Good Cause Waiver confirmations, if applicable, that you have requested

Notifications of findings in an individual's screening with specific information for the Department of Health and Senior Services Employee Disqualification List (EDL), Department of Mental Health's Employee Disqualification Registry (EDR), Child Care licensure records, or Foster Parent licensure records must be completed manually and **mailed or emailed**. These notifications will not be found in your Print Queue.

When you click on the Print Queue tab you will notice:

- The light blue bar shows the page name is Print Queue.
- The tab has turned red to indicate it is the active tab.
- There are two selection criteria choices. Pending Notification(s) is pre-selected.

The screenshot shows a web interface for the 'PRINT QUEUE'. At the top, there is a light blue header bar with the text 'PRINT QUEUE'. Below this is a navigation bar with three tabs: 'Background Screening' (light blue), 'Print Queue' (red, indicating it is the active tab), and 'Provider' (light blue). Under the 'Print Queue' tab, there is a section titled 'Selection Criteria' with two checkboxes: 'Pending Notification(s)' (checked) and 'Queue Notification(s)' (unchecked). Below the checkboxes is a red 'Search' button. At the bottom of the interface, there is a red bar with the text 'Messages'. A red asterisk icon is visible next to the 'Selection Criteria' title.

Pending Notification(s)

Selection Criteria

☒ Pending Notification(s)

☐ Queue Notification(s)

Search

Print Queue Search Results

<input type="checkbox"/>	Inquirer/Provider	Registrant Name	Social Security Number	Inquiry Number	Notification Type
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					GCW CONFIRMATION
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					BKG SCREENING RE:
<input type="checkbox"/>					CAN INQUIRER

Back to Top

With Pending Notification(s) selected, click the Search button to see **ALL** notifications for your organization with a Pending status – meaning they have not been marked as Printed.

Scroll to the right to see additional information about your notifications. Note that the Print Status is Pending (not printed).

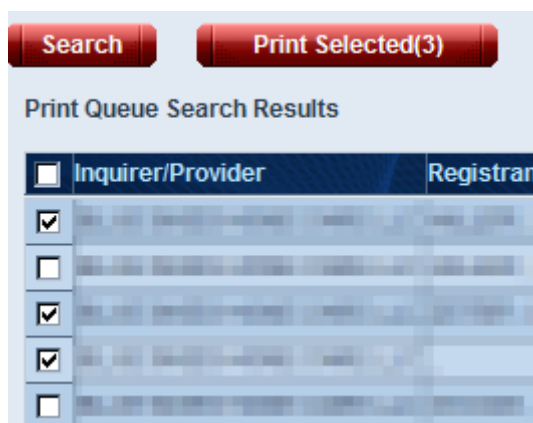
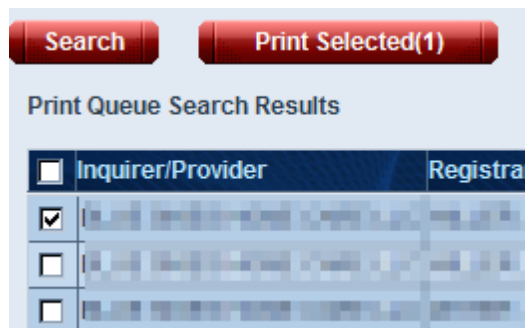
Notification Type	Create Date/Time	Print Date/Time	Print Status	Action
BKG SCREENING RESULTS INQUIRER	06/29/2012 04:04:03 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/26/2012 11:08:45 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/13/2012 04:46:40 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/13/2012 04:41:34 PM		PENDING	View
GCW CONFIRMATION INQUIRER	06/13/2012 04:41:34 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/13/2012 04:39:50 PM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/01/2012 10:32:01 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	06/01/2012 10:31:12 AM		PENDING	View
BKG SCREENING RESULTS INQUIRER	05/24/2012 04:17:33 PM		PENDING	View
CAN INQUIRER	05/18/2012 04:54:10 PM		PENDING	View

Click the View link in the Action column only if you **do not** want to change the Print Status. The View link is most often used to view notifications already printed that were found through [Queue Notification\(s\)](#).

Printing Selected Notifications

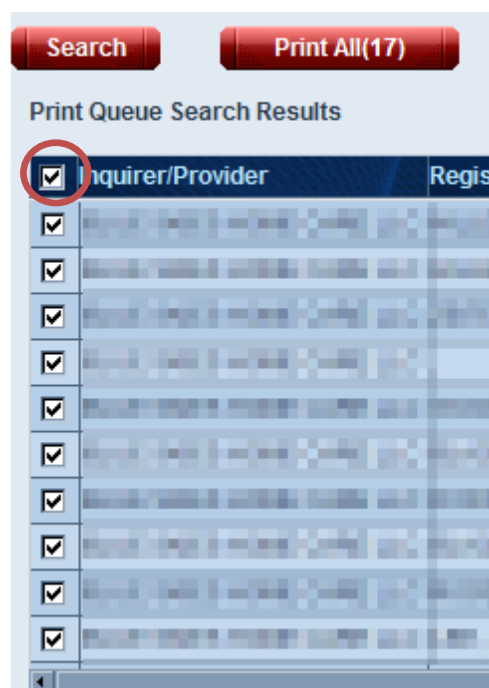
After generating print queue search results, click the checkbox(es) to the left of the notification(s) to be printed. All checkboxes selected at any time will print a “batch” containing those letters.

Clicking one checkbox next to a notification will allow you to print a “batch” with a single letter. Click the Print Selected(1) button to create the batch for printing.



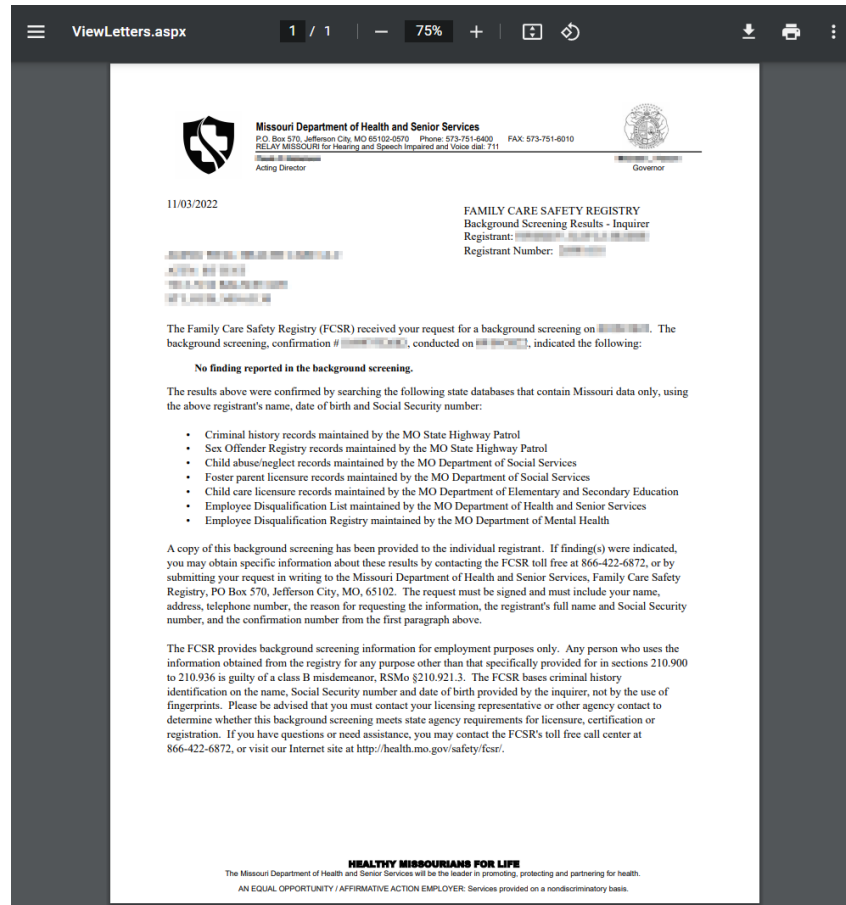
Click as many checkboxes as you would like. In this example, you will have created a batch of three letters. Click the Print Selected(3) button to create a batch for printing.


Save time by clicking the top left checkbox (in the heading) to select all available letters for printing. Click the Print All(#) button to create a batch of all letters for printing.



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After clicking the Print Selected or Print All button, your batch will be generated as an Adobe Acrobat document.



The notifications have now been marked as Printed. Click the Print button (or press CTRL+P) to complete the printing process. Click the  in the uppermost right corner of the tab containing the notifications to close the batch after a successful printing.

Clicking again on the Search button after printing your batch should confirm there are no more Pending (not printed) letters.

Selection Criteria
☒ Pending Notification(s)
☐ Queue Notification(s)

Search

Print Queue Search Results
Record was **NOT** found in the Database based on Search Criteria Entered.

Maximum Printing Limit

The maximum batch size ranges from 100 to 200 notifications. If specific information letters—with multiple pages per notification—make up a batch, please do not exceed more than 100 letters in a batch. The Print All button will not count more than 200 notifications. Print your organization’s notifications on a regular basis to ensure batch sizes stay within a printable range.

Queue Notification(s)

While the Pending Notification(s) selection criterion presents you with all electronically delivered notifications that have not been printed, Queue Notification(s) allows you to search for a particular electronically-delivered notification, or types of electronically delivered notifications, even if already printed.

Click the checkbox next to Queue Notification(s) and you will see an array of criteria by which to search.

Selection Criteria

☐ Pending Notification(s)

☒ Queue Notification(s)

Select Date Type

*Date Criteria: **Select** Date Range From: 11 15 2014 To: 11 21 2014 (7 Days or Less)

☐ Notification Type

☐ Group Notification Type

☐ Print Status

☐ Registrant Specific

Search **Reset Search**

*Indicates a Required Field

Messages

Date Criteria contains two required fields. Select Date Type provides a drop-down box to choose the Date Created, the Date Printed, or Both to find a notification that was either created or printed within the Date Range.

Select Date Type

*Date Criteria: **Select**

☐ Notification Type

☐ Group Notification Type

☐ Print Status

☐ Registrant Specific

Select
Date Created
Date Printed
Both

The Date Range is limited to a 7-day time period. You may use any 7-day time period, not just the most recent 7 days. (For example, if today is July 2, 2022, you can search for notifications in a 7-day window of April 9 – 14, 2022.) You can enter a date range fewer than 7 days—even enter the same date in the *From* and *To* fields to search within a one-day timeframe.

As an example, if you select Date Type as “Both” and a Date Range of 01/02/2012 to 01/09/2012 and click the Search button now, you will receive a list of all electronically delivered

notifications for your organization either created or printed during that range of time, if any are available fitting that criterion.

Select Date Type	Month	Day	Year	Month	Day	Year
*Date Criteria Both	Date Range From	01	02	2012	To	01 09 2012 (7 Days or Less)

You may further refine your search by selecting another filter or combination of filters, including Notification Type or Group Notification Type, Print Status, and/or Registrant Specific. The choice of any or all of the remaining filters is optional, but may help you narrow down a search for past notifications delivered electronically.

Search for Notifications by Type

After you have chosen to Queue Notification(s), selected the Date Type and the Date Range, you may decide to add an optional filter to search for all notifications of a particular type. There are different choices under “Notification Type” than there are under “Group Notification Type.” Please select only one of these choices at a time. Selecting both a Notification Type and a Group Notification Type may produce no search results.

Under Notification Type the drop-down list contains selections for:

- BKG SCREENING RESULTS INQUIRER (Notifications of no findings)
- CAN INQUIRER (Specific information for Child Abuse/Neglect findings)
- CRHX INQUIRER (Specific information for Criminal History findings)
- EDL INQUIRER (Specific information for Employee Disqualification List findings)
 - *EDL notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the emailed or mailed copy for specific information on the finding.*
- EDR INQUIRER (Specific information for Employee Disqualification Registry findings)
 - *EDR notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the emailed or mailed copy for specific information on the finding.*
- FP INQUIRER (Specific information for Foster Parent licensure findings)
 - *FP notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the emailed or mailed copy for specific information on the finding.*

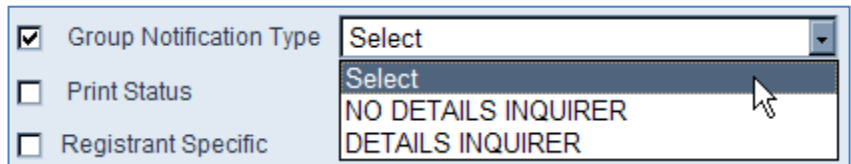
<input checked="" type="checkbox"/> Notification Type	Select
<input type="checkbox"/> Group Notification Type	Select
<input type="checkbox"/> Print Status	BKG SCREENING RESULTS INQUIRER
<input type="checkbox"/> Registrant Specific	CAN INQUIRER
	CRHX INQUIRER
	EDL INQUIRER
	EDR INQUIRER
	FP INQUIRER
	SCCR INQUIRER
	SOR INQUIRER
Reset Search	

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- GCW CONFIRMATION INQUIRER [*Not pictured*] (Confirmation provided, when requested, that an individual's Good Cause Waiver is in good standing, if applicable) Refer to [Good Cause Waiver](#) for information on requesting this notification.
- SCCR INQUIRER (Specific information for Child Care licensure findings)
 - *SCCR notifications are not fully automated. This search will only provide a cover letter and blank form for each notification. Refer to the emailed or mailed copy for specific information on the finding.*
- SOR INQUIRER (Specific information for Sex Offender Registry findings)

If you choose to filter Queue Notifications by Group Notification Type, your choices are:

- NO DETAILS INQUIRER
(Background screening result notifications that do not have specific information)
- DETAILS INQUIRER (All specific information background screening result notifications—a combination of any CAN, CRHX, EDL, EDR, FP, SCCR, and SOR specific information notification sent to your organization electronically.)
 - *As a reminder, EDL, EDR, FP, and SCCR notifications are not fully automated. This search will only provide a cover letter and blank form for each of those types of notifications. Refer to the respective emailed or mailed copy for specific information on any findings.*

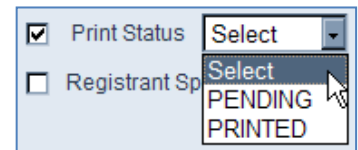


A screenshot of a web form showing the 'Group Notification Type' filter. The checkbox for 'Group Notification Type' is checked. To its right is a dropdown menu currently displaying 'Select'. The dropdown is open, showing two options: 'NO DETAILS INQUIRER' and 'DETAILS INQUIRER'. Below the dropdown are two unchecked checkboxes: 'Print Status' and 'Registrant Specific'.

After making a selection from one of either notification types, you may also choose another filter to narrow down your search, if desired.

Search for Notifications by Print Status

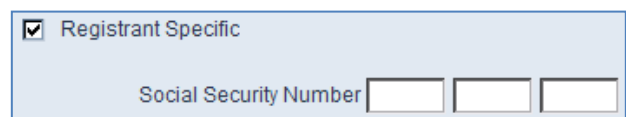
You may select the optional filter for Print Status by itself or in combination with a notification type search or a search for a notification regarding a particular registrant. The choices for print status are Pending and Printed. Use one of these selections if you want to limit your search results to include either notifications not yet marked as printed (Pending) or notifications that had previously been printed.



A screenshot of a web form showing the 'Print Status' filter. The checkbox for 'Print Status' is checked. To its right is a dropdown menu currently displaying 'Select'. The dropdown is open, showing two options: 'PENDING' and 'PRINTED'. Below the dropdown is an unchecked checkbox labeled 'Registrant Sp'.

Search for Notifications for a Particular Registrant

You may select the optional filter for a Registrant Specific search by itself or with a notification type search or a print status search.



A screenshot of a web form showing the 'Registrant Specific' filter. The checkbox for 'Registrant Specific' is checked. Below it is a label 'Social Security Number' followed by three empty input fields for the number.

Click the checkbox next to Registrant Specific, and entry fields for a Social Security Number

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will appear. Entering an SSN here will limit your search to only the notifications produced for a particular employee or applicant (i.e., registrant).



[Click here for frequently asked questions on receiving notifications.](#)

[Click here for frequently asked questions on the print queue.](#)

Provider

The Provider tab is where you'll check information about your organization on file with the FCSR. Some of the information in this page was provided by a member of your organization. Some information may have been assigned by the FCSR, such as an identifying number. You will have access to make changes to some types of information. For other changes you will contact the FCSR.

Click on the Provider tab and you'll notice:

- The light blue bar shows the page name is Provider.
- The tab has turned red to indicate it is the active tab.
- Below the FCSR contact information is your organization's information.

PROVIDER

Background Screening

Application Main

Print Queue

Provider

Receive timely information from the Family Care Safety Registry by keeping your information updated.

Click on the name of your organization in the Provider Name(s) field below. Enter or correct the telephone number and contact person.

To add or correct other information, call the FCSR at (866) 422-6872, send a fax to (573) 522-6981, or send a letter to the Missouri Department of Health and Senior Services, Family Care Safety Registry, PO Box 570, Jefferson City, Missouri 65102.

Provider Name(s)	Parent Company Name	Provider Address	Provider Type(s)
COLUMBUS CARE CENTER		829 TANNER ST SIKESTON, MO 63801 SCOTT	LONG TERM CARE / PERSONAL CARE - SKILLED

To add or correct other information, call the FCSR at (866) 422-6872, send a fax to (573) 522-6981, or send a letter to the Missouri Department of Health and Senior Services, Family Care Safety Registry, PO Box 570, Jefferson City, Missouri 65102.

Internet User(s)	Internet User List	Party ID	Provider Identifier Type(s)	Provider Identifier Number(s)
NURSING FACILITY	BSEES02, TEST	321777	MEDICAID	123456789
			MEDICAID PROVIDER NUMBER	294806203
			NPI	1871630590

This example contains both actual and improvised data.

g your information updated.
Telephone number and contact person.

A Note about Internet User(s):

Scroll to the right to review the Internet User List for the names of staff members with your organization who have access to request background screenings and print letters. Contact the FCSR if users listed are no longer employed.

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If you hold your cursor over your organization's name in the Provider Name(s) field, it becomes a link you can click on. Click on the link for your organization's name. An overlay screen will appear. On this screen you'll notice:

- The navy blue bar at the top shows the page name is Provider Information.
- A scroll bar to the right allows you to move down the overlay page.
- Headings on the left correspond to information to the right.
- If you move your cursor over the headings on the left, some of them will become links you can click on. The headings that become clickable links contain information you can update.

This example contains both actual and improvised data.

Only long term care providers will see a section on this page for Employee(s).

The left-column heading for Main Contact Information allows you to view and update information on your organization. The information heading for Employee(s), if available, allows you to view and update hiring status information about job applicants or employees you have screened through the FCSR. The entry of employee hiring status information is not required.

Updating Information about Your Organization

From the Provider Information overlay page, click on the left-column information heading for Main Contact Information. You will be navigated to a new page for data entry. On this page you'll notice:

- You entered the page focused on the information corresponding to the heading link you clicked—Main Contact Information.
 - You can scroll and see other areas of the page, but fields you cannot edit are in gray text.
 - Fields you can edit show in black text once an entry is made.
 - The light blue bar at the top shows the name of the page is Provider Maintenance.
 - There are no tabs showing below the page
- name for this secondary page that is part of the Provider tab. (You'll use buttons at the bottom of the screen.)

FCSR-BSEES Home	Registration	Good Cause Waiver	Background Screening
PROVIDER MAINTENANCE			

Contact Information

Business Information:

*Street Address:
829 TANNER ST

*Zip Code:
63801

*City:
SIKESTON

*State:
MISSOURI

*County:
SCOTT

Telephone:
111 111 1111

Fax:
111 111 1111

Main Contact Information:

Name:
JOHN DOE

Title:
MANAGER

Name:
JOHN DOE

Title:
MANAGER

Telephone:
555 111 1111

Extension:
1111

Email:
JOHN.DOE@YAHOO.COM

Internal Use Only

Update Provider

Return

This example contains both actual and improvised data.

The next page displays an example of the full Provider Maintenance Page.

Family Care Safety Registry Background Screening and Employment Eligibility System

PROVIDER MAINTENANCE

Provider View
Party ID: 321777

*Provider Name: COLUMBUS CARE CENTER
Parent Company Name:

*Provider Type(s)

☐ CHILD CARE / PLACEMENT
☐ LONG TERM CARE / PERSONAL CARE
☐ ADULT DAY CARE
☐ ASSISTED LIVING FACILITY
☒ SKILLED NURSING FACILITY *Primary Provider Type Yes
☐ NURSING FACILITY
☐ RESIDENTIAL CARE FACILITY
☐ INTERMEDIATE CARE FACILITY
☐ INTERMEDIATE CARE FACILITY / MR
☐ CDS / CIL
☐ IN-HOME SERVICES
☐ HCY / PDW / DDD OR OTHER
☐ HOME HEALTH AGENCY
☐ HOSPICE
☐ HOSPITAL (LTAC / SWING BED UNIT)
☐ EMPLOYEE PLACEMENT AGENCY
☐ OTHER LONG TERM CARE SERVICE PROVIDER
☐ HEALTH CARE
☐ OTHER EMPLOYER TYPES

Provider Identifier(s)

Identifier Type	Identifier Number
MEDICAID	123456789
MEDICAID PROVIDER NUMBER	294806203
NPI	1871630590

Contact Information

Business Information:

*Street Address:
829 TANNER ST
[Redacted]

*Zip Code: 63801 *City: SKESTON *State: MISSOURI

*County: SCOTT

Telephone: 111 111 1111

Fax: 111 111 1111

Main Contact Information:

Main Contact Information:

Name: JOHN DOE Title: MANAGER

Telephone: 555 111 1111 Extension: 1111

Email: JOHN.DOE@YAHOO.COM Internal Use Only

Update Provider **Return**

[Back to Top](#)

*Indicates a Required Field

Messages

If corrections are needed for any information in gray text, contact the FCSR for changes. This includes:

- Organization (Provider) Name
- Provider Type(s) (including which type is considered primary)
- Provider Identifiers (if any)
- Business address

You can update fields in black text, including:

- Main Contact Person Name and Title
- Telephone
- Fax
- Email (Optional)

Click the Update Provider button to save changes. Clicking the Return button will navigate you back to the Provider Information Overlay without saving any changes.

This example contains both actual and improvised data.

Family Care Safety Registry Background Screening and Employment Eligibility System

After leaving the Provider Maintenance page by either clicking the Update Provider button to save any changes or clicking the Return button without making or saving changes, you are navigated back to the Provider Information Overlay.



The screenshot shows a web form titled "Provider Information". It contains several sections for data entry:

- Provider Type(s):** A dropdown menu showing "LONG TERM CARE / PERSONAL CARE - SKILLED NURSING FACILITY (Primary)".
- Provider Identifier(s):** A table with two columns: "Identifier Type(s)" and "Identifier Number(s)".

Identifier Type(s)	Identifier Number(s)
MEDICAID	123456789
MEDICAID PROVIDER NUMBER	294806203
NPI	1871630590
- Licensing Agency:** A text field containing "829 TANNER ST, SIKESTON, MO 63801, SCOTT".
- Contact Information:** A text field containing "Telephone (111) 111-1111" and "Fax (111) 111-1111".
- Main Contact Information:** A text field containing "JOHN DOE, MANAGER", "Telephone (555) 111-1111, Extension 1111", and "JOHN.DOE@YAHOO.COM".
- Employee(s):** A text field containing "Current Employees", "Past Employees", and "Potential New Hires".

A "Return" button is located at the bottom left of the form.

This example contains both actual and improvised data.

Click the Return button on the Provider Information Overlay if you are ready to leave this screen.



[Click here for frequently asked questions on BSEES provider information.](#)

Frequently Asked Questions

The following answers to frequently asked questions (FAQs) may clarify the instructions presented in this user guide. The questions have been sorted by topic.

General FAQs

What if I don't have my own user ID and password?

Go to <https://health.mo.gov/safety/fcsr/forms.php> and scroll down the page to the section on Online Access for Providers to find the form(s) needed to request access to BSEES, or call FCSR toll-free at (866) 422-6872 to request the form(s). **Never use a user ID or password that was issued to someone else.** (Never let anyone else use *your* user ID or password, either.)

Which web browsers can I use with BSEES?

BSEES works best with Google Chrome or Microsoft Edge. If you use a different web browser, you may not be able to successfully navigate to all the BSEES pages.

Why don't I get the Continue button when I start a registration?

BSEES was designed for the individual to submit their own registration information. When the system recognizes that you are logged in as an employer, you will not be able to complete a registration. Feel free to call the FCSR toll-free at (866) 422-6872 with any questions about this.

Why does the BSEES screen “flash” when I open it?

A “flashing” BSEES screen indicates you have BSEES open in more than one browser window, which could cause loss of information. Close all browser windows, then open your web browser again and navigate back to BSEES.

[Go to the Main Page and Log In section.](#)

Notification FAQs

Will notifications with no findings show the name of my organization?

Yes. In BSEES letters are consistently formatted and show the name of the organization and the individual who requested the screening.

If I receive the FCSR Review message after running a screening, how will I receive the notification?

The notification will be delivered electronically to your Print Queue after an FCSR staff member has processed it, *except* in the case of specific information letters for the following non-automated findings to be emailed or mailed:

- Child Care Licensure (SCCR) or Foster Parent Licensure (FP)
- Employee Disqualification List (EDL) or Employee Disqualification Registry (EDR)

[Go to the Print Queue section.](#)

Print Queue FAQs

Will I be able to print or view notifications for screenings run by a coworker?

Yes. As long as both employees have an FCSR user ID and password, each can view or print notifications delivered electronically to your organization. For example, if Jane Doe and John Smith each have access to BSEES as employees of XYZ Nursing Facility, John can log in and print notifications of screenings results for employees or job applicants with XYZ Nursing Facility while Jane is on vacation.

Can I find notifications in the Print Queue that you sent me in the mail?


You will not find notifications that were sent by mail prior to the date your organization was transitioned to BSEES or was granted online access to BSEES. Call the FCSR toll-free at (866) 422-6872 if you have questions about notifications sent to your organization prior to the date your organization was added to BSEES.

You will find incomplete notifications if you use [Queue Notification\(s\)](#) to search for background screening result notifications for Employee Disqualification list (EDL), Employee Disqualification Registry (EDR), Child Care Licensure (SCCR), or Foster Parent Licensure (FP) findings.

Why won't my notification or batch of notifications open up to print?

There may be a setting on your computer interfering with the generation of a notification.

Before contacting the FCSR, check the following items:

- Ensure you have the latest version of the free Adobe Acrobat Reader software. If needed, go to www.adobe.com to download it again.
- Disable Pop-up Blockers for the BSEES website. If you use Google Chrome (recommended), click the three stacked dots in the upper right corner of the window.  Click "Settings" from the menu.
 - From the left side of the Settings window, click "Privacy and Security."
 - Find and click the rectangle in the main part of the page for "Site Settings."

- Scroll down and click the rectangle for “Pop ups and redirects.”
- Scroll until you see “Allowed to send pop-ups and use redirects” and click the Add button.
- In the “Add a site” dialog box, type **healthapps.dhss.mo.gov** and click the Add button again.

Close and re-open all Chrome browser windows, return to BSEES, and try the notification again. (You may need to search for it using [Queue Notification\(s\)](#).) If you are still having problems opening notifications, call the FCSR toll-free at (866) 422-6872.

Why do I have 200 notifications in my Print Queue? (I found this number by clicking the checkbox in the corner of the list to Select All Pending Notifications.)

You may actually have more than 200 pending notifications, since the BSEES PrintAll or PrintSelected buttons don’t count past 200. BSEES keeps the status as Pending until you go to the Print Queue, search for notifications, select the checkbox(es) next to the notification(s) to be printed, click the print button, and a “batch” is generated. If you viewed copies of notifications without going through this process, the Print Status did not get changed. To reduce the number of pending notifications, go through the print process now with 200 or fewer notifications in a batch. Refer to [Printing Selected Notifications](#) to refresh your memory, if needed.

[Go to the Print Queue section.](#)

Background Screening FAQs

Why do I receive an Information Not Found message after requesting a background screening for a person I’m sure is registered?

The information you entered may not match what we have on file for that person. First check that the information was correctly entered in the appropriate fields on the Background Screening page. If that is not the problem, call the FCSR toll-free at (866) 422-6872. Many times the person has not informed the FCSR of a name change, and may need to do so before a screening can be conducted. An Information Not Found message can also be received when a registration has been submitted but not yet reviewed and completed by FCSR staff.

Why do I receive a Submitted for FCSR Review message after requesting a background screening for a person I’m sure is registered?

Some background screening requests have to be submitted to FCSR for staff review. The person being screened may have a name that almost matches a record on file. Or the connection to one of the screening databases could have been interrupted. If you receive “Submitted for FCSR Review” message, the screening request went to a worklist and will be processed in the order received. Rest assured that this was not an error message, and there is no need to re-enter the same background screening request.

Why do I receive an Already Requested message after requesting a background screening for a person I'm sure is registered?

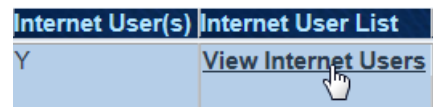
You will receive an Already Requested message if someone from your organization with access to BSEES has requested a screening on that individual within the past 21 days and at that time received a "Submitted for FCSR Review" message. FCSR staff will process the earlier background screening request in the order received, and send the background screening results notification to your print queue or by mail.

[Go to the Background Screening section.](#)

Provider FAQs

How do I see who from my organization currently has a user ID and password to access BSEES?

Log into BSEES and click the Provider tab. Scroll to the right to view the Internet User List. You may need to click on the "View Internet Users" link to see all the names. Notify the FCSR if access should be deleted.



[Go to the Provider section.](#)

